



Office of Human Resource Management
Washington, DC 20590

Date: September 3, 2002

SUBJECT: Interim Policy on Uniformed Employees Appearance and Responsibilities

FROM:

A handwritten signature in black ink, reading "Nancy Q. Raum". The signature is fluid and cursive, with the first name "Nancy" and last name "Raum" clearly visible. The middle initial "Q." is also present.

Nancy Q. Raum
Deputy Director
Office of Human Resource Management

Attached please find our interim policy on Uniformed Employees Appearance and Responsibilities. This policy supersedes any local employee appearance policies.

Any questions concerning the policy may be directed to Paul Sheldon at (202) 385-1234.

**U.S. DEPARTMENT OF TRANSPORTATION
TRANSPORTATION SECURITY ADMINISTRATION**

HUMAN RESOURCES MANAGEMENT POLICY MANUAL

HRM LETTER NO. 735-2

DATE: September 3, 2002

SUBJECT: Interim Uniformed Employees Appearance and Responsibilities

- 1. PURPOSE:** The purpose of the Transportation Security Administration (TSA) Uniformed Employees Appearance and Responsibilities Guide is to establish procedures and guidance for proper wearing of the TSA uniform, personal appearance and conduct.
- 2. SCOPE:** This document is intended to be a guide that provides direction to all TSA uniformed employees. All uniformed TSA employees are responsible for adhering to and supporting policies and procedures set forth in this guide. Failure to follow this guide may subject the employee to discipline. The absence of specific published guidance or policy covering an action or behavior does not mean that such an action or behavior is condoned, is permissible, or would not call for and result in corrective or disciplinary action.
- 3. PERSONAL APPEARANCE STANDARDS:** All members of the TSA uniformed workforce shall be attired so as to present a neat, clean, professional appearance. Uniformed employees are expected to dress appropriately in order to reflect the level of professionalism commensurate with their duties and responsibilities. Members in uniform shall wear all uniform and equipment accessories as required by this policy. The Federal Security Director (FSD) shall ensure that uniformed employees possess the required number of uniforms that will result in a professional appearance. Further the FSD, or representative, shall ensure that all uniformed employees meet the appearance standard.

a. Uniforms

- 1) All uniformed employees shall wear properly fitted uniforms when on duty. Cost of all alterations necessary to meet this requirement shall be borne by TSA on the initial uniform distribution.
- 2) Violations of grooming standards and personal appearance requirements shall be reported to the supervisor. Alleged violations shall be fully investigated by the supervisor and a comprehensive Report of Investigation (ROI) submitted to the FSD within seven days of the violation. Failure to meet the uniform and appearance requirements noted herein are considered as being "out of uniform."
- 3) Uniformed employees may wear their uniform to and from work provided that all insignia (i.e. shields and patches) are completely covered by an over-garment (i.e. coat, jacket, and sweaters).
- 4) Only authorized logos and accessories shall be worn on or with the uniform. At no time, shall a uniformed employee display, or cause to be displayed, any other insignia or logo while on duty without written approval of the FSD.

- 5) Shirts: Uniformed employees will wear issued shirts. Long-sleeved shirts and short-sleeved shirts will be worn with closed collar buttons and ties, with the collar fitting comfortably around the neck. Long-sleeved shirts are to be buttoned comfortably at the neck, with sleeves that cover the wrists. Undergarments shall be white or neutral and worn in such a manner so as to be concealed from view. No lettering or design shall be visible through the uniform shirt. Uniformed employees may not alter shirts for any reason.
- 6) Trousers: Uniformed employees will wear issued trousers. The length of trousers will be fashioned so that the front crease meets the top of the shoe with a slight break and the back crease stops one inch above the heel. Uniformed employees will not tailor trousers for cuffs or narrowness of pant legs.
- 7) Tie: Uniformed employees will wear the issued male or female style tie, as appropriate, with the long or short-sleeved shirt. Only the issued clip-on tie will be worn.
- 8) Socks: Only navy blue socks will be worn.

b. Grooming

- 1) Eyewear: Only non-faddish prescription eyeglasses may be worn with the uniform. Sunglasses or eyeglasses that are faddish in style or color (e.g. bright, iridescent or fluorescent orange, yellow, red, etc.) shall not be worn. Mirrored or opaque sunglasses may not be worn. Sunglasses or darkly tinted glasses shall not be worn inside the building unless medically deemed necessary by a physician.
- 2) Jewelry: Uniformed employees may wear small plain gold tone, silver tone or pearl button earrings not to exceed 1/4" in diameter. No other jewelry shall be worn on or about the face, head or mouth. Rings or ring sets on fingers shall be limited to not more than two per hand. Necklaces may be worn, if not visible. Beads, chains, bracelets, and similar jewelry while on duty are prohibited due to safety compliance.
- 3) Facial Hair: Neatly trimmed and well kept facial hair not more than one-half inch in length is acceptable.
- 4) Hair: Hair and/or hairpieces whether dyed or natural must be conventional in color, neatly groomed and not fall over the eyes. Female hair shall be arranged so that it does not extend more than 2 and 1/2 inches below the bottom of the collar. Male hair shall not fall over the eyes or exceed the top of the collar or cover the ears. Hair shall be kept clean and the length and/or bulk of the hair shall not be excessive or present a ragged, unkempt or extreme appearance. Items used to hold the hair in place shall be concealed as much as possible as not to distract from the uniform.
- 5) Fingernails shall not extend further than 1/4 of one inch beyond the tip of the finger.
- 6) Tattoos and body piercing adornments must not be visible to the general public.
- 7) Chewing Gum and Tobacco: Uniformed employees are prohibited from chewing gum and chewing tobacco while on duty.

4. CONDUCT REMINDERS: All TSA employees are subject to HRM Letter No. 735-1, Interim Policy on Employee Responsibilities and Conduct. The following conduct reminders highlight key rules of conduct for uniformed employees working at airports. When dealing with the public and each other, uniformed employees shall be patient, courteous and respectful. Employees shall be tactful in the performance of their duties, shall control their tempers, and exercise patience and discretion. Employees are expected to conduct themselves professionally in the workplace and are prohibited from inappropriate use of government telephones, computers, electronic messaging and Internet connectivity. Employees shall conduct their personal and business affairs in a manner which does not discredit or otherwise bring the organization into disrepute or compromise their ability to perform duties. Uniformed employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably upon TSA.

a. Absenteeism/Tardiness

The successful operation of the checkpoint depends upon every team member coming to work and arriving on time. Absenteeism and tardiness become a burden to co-workers and may result in a less-than-perfect experience for those traveling through the check-point.

b. Personal/Social Relationships in the Workplace

TSA provides a workplace free of favoritism and is committed to protecting against intimate personal relationships in the workplace. An intimate relationship between individuals who have a direct or indirect supervisory relationship is highly inappropriate and may violate the Standards of Ethical Conduct for Employees of the Executive Branch. If such a situation develops, the involved employee in the supervisory role must communicate this fact to his/her manager so that a transfer or reassignment may be considered for either party. TSA has no desire to interfere with the private lives of its workforce. However, where such conduct has an impact on the workplace or security, the best interests of TSA must come first.

c. Professional and Business-Like Relationships

TSA uniformed employees should at all times maintain professional and business-like relations with all employees and all individuals who travel through the checkpoint. Employees will respect the civil rights of all employees and the traveling public.

d. Leaving The Work Area During Work Hours

It is recognized that, at times, an employee must leave the checkpoint during working hours for personal reasons. Since the supervisor is responsible for maintaining proper staffing at all times, the employee must do the following when departing the checkpoint area:

- 1) Obtain permission from his/her supervisor/manager before leaving.
- 2) Check-in with his/her supervisor/manager as soon as he/she returns.

e. Personal Phone Calls/Messages

All personal telephone call should be made either before or after the employee's shift, or on your break, from a designated area (for personal cell phone usage) or a designated pay phone.

f. Public Restroom Use

Uniformed employees should use restrooms designated by their supervisor/manager.

g. Visitors

Visitors are not allowed in the checkpoint area except in the case of an emergency.

h. Solicitation

Solicitation of fellow employees while in the work area or on duty, by or on behalf of, an individual, organization, club or society is prohibited. The distribution of any literature, pamphlets or other material in the work area is likewise prohibited. Employees may not solicit others while they are in the workplace and on duty.

5. RESPONSIBILITIES:

a. Supervisors

It is the responsibility of supervisors to advise uniformed employees under their supervision and assist them in obtaining advice on the application of the Interim Uniformed Employees Appearance and Wearing Guide. Supervisors will initiate appropriate corrective action according to prescribed procedures in cases where employees under their supervision violate the standards or principles set forth in this guide.

b. Uniformed Employees

It is the responsibility of uniformed employees to:

- 1) understand and adhere to the standards and principles set forth in this guide,
- 2) seek information from their supervisors in case of doubt or misunderstanding on the application of the Interim Uniformed Employees Appearance and Wearing Guide, and
- 3) be aware of the consequences of violation of the laws, rules and regulations regarding their conduct.



Robert W. Gardner
Associate Under Secretary for
Finance and Administration

POC: TSAHR/Paul Sheldon (202) 385-1234